

SERVICE AUTHORIZATION

Service Authorizations are initiated through the System Point of Entry (SPOE) based on receipt of a source document. The system relies on prompt receipt of source documents from service coordinators. These sources include:

- An Individualized Family Service Plan (IFSP)
- An Authorization Form – Evaluation/Assessment/Teaming; or
- An IFSP Review Documentation Worksheet accompanied by a revised IFSP

Upon receipt of a source document the SPOE promptly enters the information into the electronic system, which captures sufficient information to generate authorizations for services. Daily, or when information warrants, the SPOE connects electronically to the CFO and transfers information triggering the CFO to print and mail an authorization to the enrolled service provider.

Once received by the CFO, service authorizations are printed and mailed daily and should be received by the service provider within 5 to 7 days. Authorizations are mailed to the site address identified on the Provider Information Form submitted as part of provider enrollment. Authorizations printed on any given day are batch mailed together for each site and are sent to the attention of a clinician within the batch.

Problems with missing authorizations could occur for any of the following reasons:

- Provider not updating CFO of address changes
- Provider has not completed the provider enrollment process
- Internal mail routing problems within a provider organization
- Problems or delays in SPOE transmissions of authorized data to the CFO

If you have not received expected authorizations, please check your organization's internal mail routing first, then please contact the SPOE to begin the verification process.

Authorizations are a reflection of the services identified on an Individualized Family Service Plan (IFSP). All service providers/practitioners should have a copy of the IFSP as they begin services for a child and family. Authorizations will follow and should match the services specified on the IFSP including the start and end dates of service, frequency, intensity, location and method. Authorization start dates will be consistent with the start date identified on the IFSP even if mailed/or processed after service has started.

Authorizations that are inconsistent with the IFSP should be discussed with the on-going service coordinator immediately. The child's ongoing service coordinator is identified on the IFSP and the authorization. Practitioners should pay close attention to the end dates of the IFSP and authorization and should not extend services beyond the end dates if no new IFSP or authorization has been received.

Sample Authorization Forms are included at the end of this document and include:

- Service Authorization/Billing (Service)
- Service Authorization/Billing (On-going service coordination)
- Service Authorization/Billing (Discontinuation Notice)
- Sample Check
- Explanation of Provider Payment
- Explanation of Benefits